

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

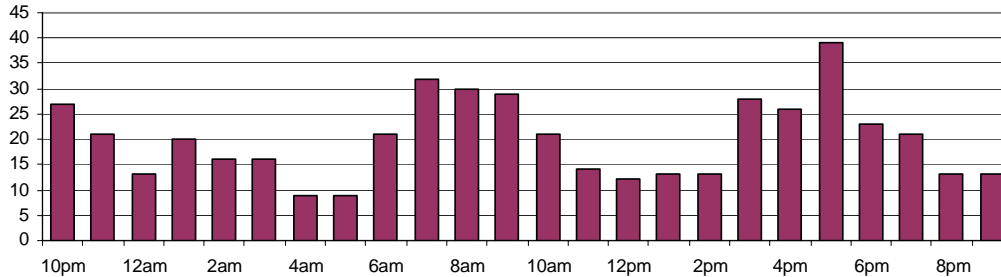


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February 2006

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



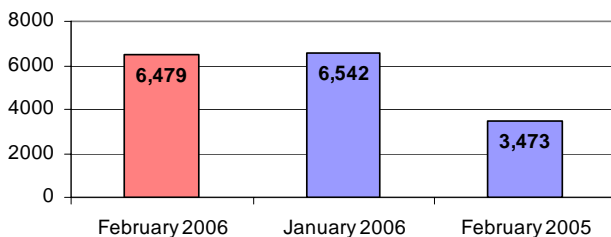
**Total Incidents by Roadway**

Freeway	Feb 2006	Jan 2006	Feb 2005
I-75	132	178	158
I-94	109	155	161
I-96	48	65	89
I-275	29	57	60
I-375	0	0	2
I-696 (Reuther)	63	86	107
M-5 (Grand River)	0	0	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	52	65	71
M-14	0	0	0
M-39 (Southfield)	46	43	54
<b>Total</b>	<b>479</b>	<b>649</b>	<b>705</b>

**Monthly Incident Activity**

	Feb 2006	Jan 2006	Feb 2005
Freeway Closures	8	15	N/A
Lane Closures	42	37	N/A
Ramp Closures	6	5	N/A

**Monthly Call History**



**Calls by Type**

Agency	No. of Calls
Freeway Courtesy Patrol	4612
Michigan State Police	892
Media	596
MDOT Construction (Incoming)	48
MDOT Construction (Outgoing)	27
Other MDOT	111
ITS Maintenance	24
Other	169
<b>Total</b>	<b>6479</b>

### MITS Center News

Super Bowl XL events highlighted MITS Center capabilities in many ways. Extensive use of DMS messages provided traveler info and real time status for event transportation, including DDOT operated Park-n-Ride which carried roughly 400,000 people to downtown Detroit over the 4 days of its operation. Messaging for real time traffic conditions and routes distributed the heavy traffic volume across multiple exits. Cameras were used by many state, local, and private agencies and operations centers during the events.



The Auxiliary Traffic Operations Center, or AuxTOC, enabled event operators, state, and local agencies to work closely together to coordinate traffic operations throughout the events. The AuxTOC was also the central location for the multi-agency coordinated winter operations effort.

February kicked off the 2006 construction season with the first region-wide construction coordination meeting of the year and review of the upcoming projects.

Partitions required for MSP enforcement responsibilities were installed between the MSP dispatch and the MDOT operator area in the control room in February.

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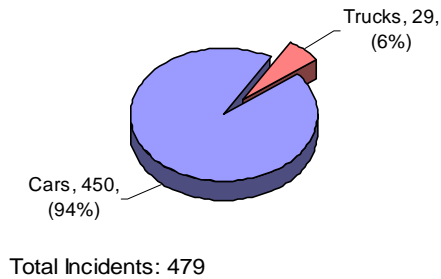
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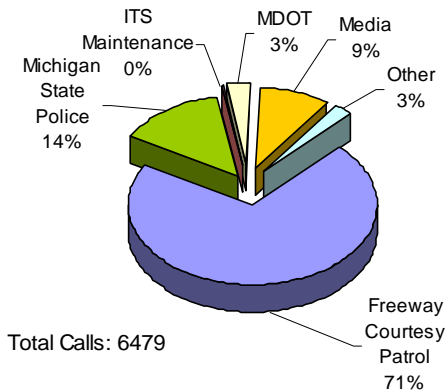
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,435 assists that the Freeway Courtesy Patrol (FCP) provided during the month of February, 829 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

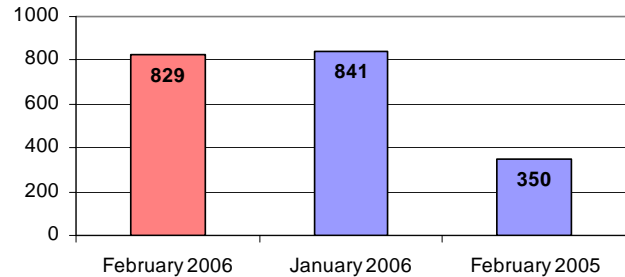
### Vehicle Composition of Incidents



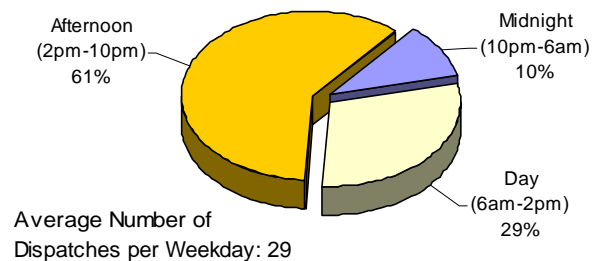
### Calls by Type



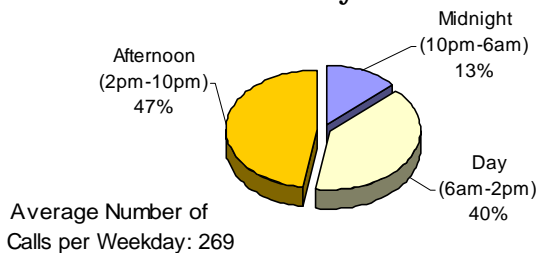
### Freeway Courtesy Patrol Monthly Dispatch Activity



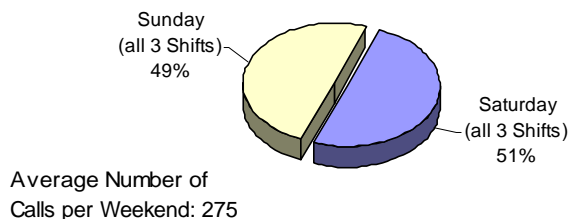
### Freeway Courtesy Patrol Dispatches by Weekday Shift



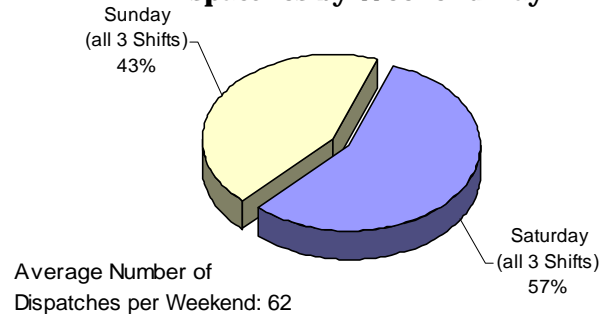
### Calls by Weekday Shift



### Calls by Weekend Day



### Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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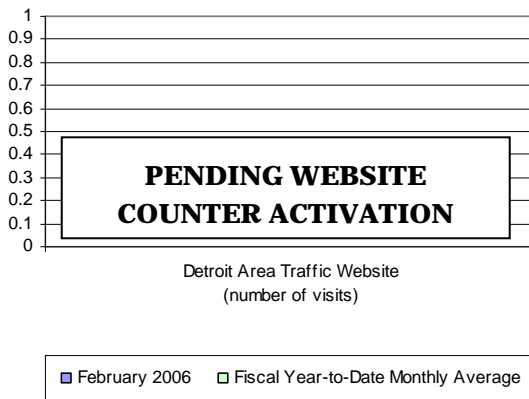
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic" under Quick Links.)

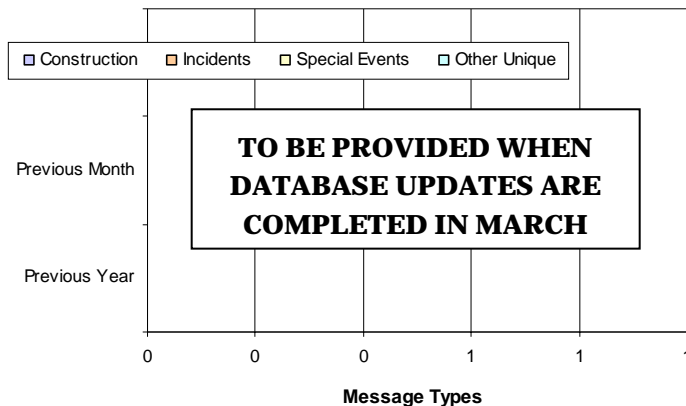
### Website Activity



### Top 5 DMS with Unique Messages

- 1.
2. **TO BE PROVIDED WHEN DATABASE UPDATES ARE COMPLETED IN MARCH**
- 3.
- 4.
- 5.

### Unique DMS Messages by Type

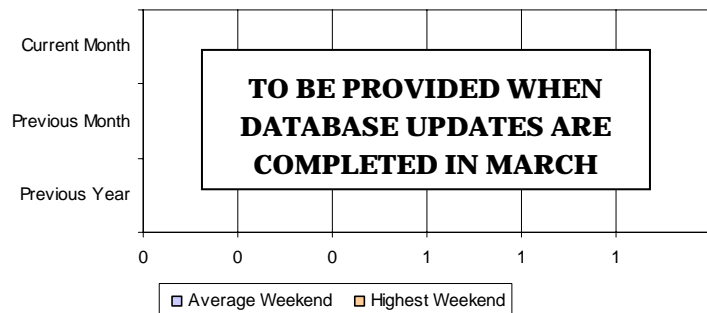


### Incident Communication Accuracy

Weekend DMS Snapshot Review	Feb 2006	Jan 2006	Feb 2005
All Incident Messages	100.0%	100.0%	N/A
High Impact DMS Messages	Feb 2006	Jan 2006	Feb 2005
All High Impact Messages	96.4%	94.7%	100.0%
Freeway Closure Messages	100.0%	93.3%	N/A
Lane Closure Messages	95.2%	97.3%	N/A
Ramp Closure Messages	100.0%	80.0%	N/A
Other Communication	Feb 2006	Jan 2006	Feb 2005
Advisory Text-Messages	91.1%	94.7%	98.0%
Website Incident Postings	100.0%	94.7%	95.0%

- An auxiliary message was provided to motorists X% of the time when an incident required a shoulder closure or lane closure.  
(to be provided when database updates are completed in March)

### Weekend Construction DMS Message Activity



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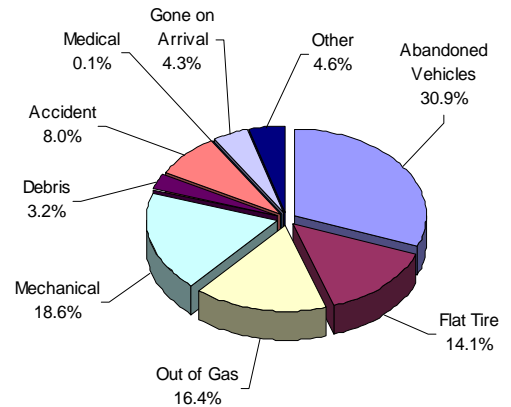
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

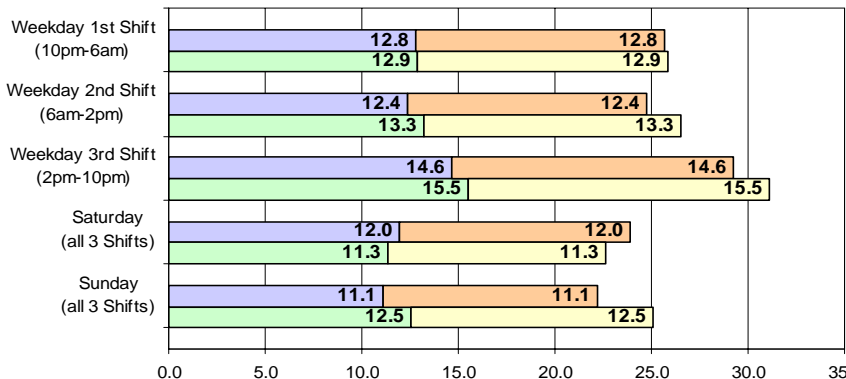
*"I ran out of gas near I-275/Ecorse Rd. and [FCP] Rob stopped to see if I was okay. He gave me some gas so I could make it to the nearby gas station. He was extremely helpful. I am thankful that he stopped by. I was unaware that this services was available. I think it is a great idea! As a female, I usually feel uneasy about being stranded. Especially with the cars buzzing by at 80 mph. I hope the service continues..."*

### Assist Type



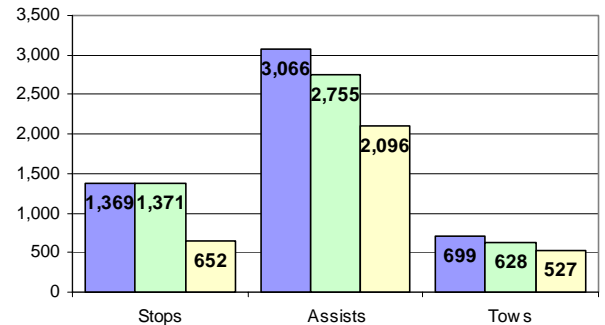
Total Number of Incidents: 4435

### FCP Average Service Times



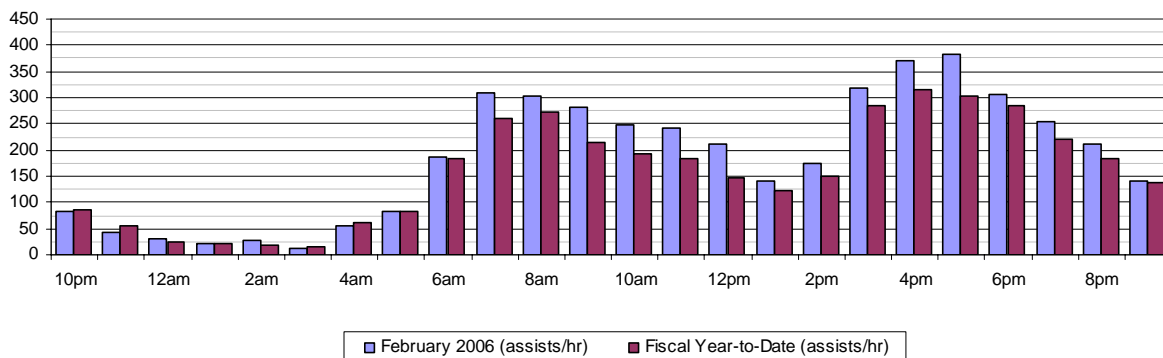
February 2006 (min): Average Response Times Average Clear Times  
Fiscal Year-to-Date (min): Average Response Times Average Clear Times

### History of Key FCP Activities



February 2006 January 2006 February 2005

### FCP Assists by Time of Day



February 2006 (assists/hr) Fiscal Year-to-Date (assists/hr)

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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile)    6 - 8.9 (assists/mile)    9 - 11.9 (assists/mile)    12 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		February 2006	Fiscal YTD	February 2006	Fiscal YTD	February 2006	Fiscal YTD
I-75	87.6	1113	873	12.7	10.0	12.4	14.0
I-94	60.7	1121	783	18.5	12.9	13.2	13.9
I-96	34.0	598	475	17.6	14.0	11.4	15.0
I-275	37.5	358	294	9.5	7.8	11.1	13.1
I-375	1.2	9	7	7.5	5.7	-	10.0
I-696 (Reuther)	28.7	426	363	14.8	12.6	13.0	12.1
M-5 (Grand River)	10.3	54	31	5.2	3.0	19.5	12.2
M-8 (Davison)	2.2	65	50	29.5	22.9	9.6	9.1
M-10 (Lodge)	17.9	339	270	18.9	15.1	10.6	12.4
M-14	6.4	89	65	13.9	10.1	8.4	14.6
M-39 (Southfield)	14.2	263	196	18.5	13.8	11.3	13.1



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Pending incorporation of web server statistics.</b>
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Pending completion of database updates.</b>
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Pending completion of database updates.</b>
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Pending completion of database updates.</b>
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.

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## DATA KEY INFORMATION

<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.